



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

DIVISION OF DISABILITY & REHABILITATIVE SERVICES
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To: Consumer, families, providers, case managers and stakeholders who support individuals with disabilities

From: Peter Bisbecos, DDRS Director
Adrienne Shields, Deputy Director
Andrew Ranck, Director of Initiatives

Re: **DDRS system transformation: OASIS, RHS Invoicing Tool, Service Definitions and Documentation Standards, and Rates**

Date: November 7, 2008

As the Division of Disability and Rehabilitative Services (DDRS) continues toward creating a true person-centered process and a fair and equitable system for individuals with disabilities, we are dedicated to keeping all stakeholders informed. This bulletin contains the latest, most up-to-date information on the implementation of the Objective Assessment System for Individual Supports (OASIS), the RHS Invoicing Tool, and the Service Definitions and Documentation Standards.

DDRS thanks all stakeholders who support individuals with disabilities for their continued cooperation and efforts to meet the needs of those we serve during these times of significant change. We are working collaboratively and diligently with the Self-Advocates of Indiana, The Arc of Indiana, INARF, IN-ABC, IPMG and other stakeholders to roll-out the new system in a manner that ensures the health, welfare, and best possible outcomes for our current and future consumers, and clearly communicates expectations for our providers.

This bulletin contains the most recent decisions and information. Look for a bulletin with the following pending decisions and information in the near future.

- DDRS is excited to announce that we will be amending the Support Services (SS) waiver to increase the annual cap from \$13,500 to \$16,000
- Rate and rate structure for Residential Habilitation and Supports (RHS) and a description for the use of Transportation in conjunction with RHS (to be finalized and published by November 17, 2008)
- Allocation distribution process and transition timelines for bringing consumers into services

We have included attachments and links that will be important to understand as we move into the new system. If you are unable to view them, please email the OASIS-ICAP Help Line at OASIS-ICAPHelp@fssa.IN.gov or call (317) 234-5222 for assistance.



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FREQUENTLY ASKED QUESTIONS

Question: *When will OASIS start and when do the services standards and definitions apply?*

Answer: The launch date for OASIS (i.e. Uniform Rate Methodology) is January 1, 2009 and the effective date will vary for each consumer. From January 1, 2009 and forward, OASIS will be in effect for each consumer beginning with the implementation date of their annual plan review (refer to the OASIS Implementation Plan chart on page 4).

Question: *When does a consumer who is currently on Annual Plan begin to use the new Service Definitions and Documentation Standards?*

Answer: This will vary for each consumer based upon the date of their annual plan renewal. A consumer will begin to use the new Services Definitions and Documentation Standards when they begin to use the uniform rate methodology. Please note that effective January 1, 2009, all consumers in BDDS District 4 will begin to use the Services Definitions and Documentation Standards.

Question: *Is there an annual cap for Respite Services?*

Answer: No, there is no annual cap for Respite Services. There is a common misunderstanding about a \$2,000 annual cap for respite services—this is not true. Reimbursement for respite is allowed for any number of hours provided the total cost of all combined services does not exceed a consumer’s annual allocation amount (DD and AU waiver) or annual cap (SS waiver). The rate for Respite Services is \$25.00 per hour effective January 1, 2009.

Question: *Is there a monthly cap on Community Habilitation—Individual services for consumers on the Support Services waiver?*

Answer: No. There is no monthly cap for Community Habilitation—Individual services for individuals on the Support Services (SS) waiver. However, there is a cap of 25 hours per month for this service for consumers on the DD and AU waivers.

Question: *Can a provider bill for Community Habilitation—Individual services for time when a consumer is not present (i.e. drive time to pick up the consumer)?*

Answer: No. A provider may not bill for indirect (non face-to-face) time where there is no consumer present. However, the state acknowledges that there are certain costs, such as transportation, associated with providing services. We have set the rate at \$25.00 per hour for Community Habilitation—Individual services to allow for these costs.

Question: *When will DDRS announce rates for RHS?*

Answer: As soon as we have finalized the rates and rate structure, we will release the Residential Habilitation and Support (RHS) Rate and Rate Structure in a bulletin. Other pending decisions include the use of Transportation in conjunction with RHS.

Question: *Can a consumer receive Pre-Vocational services on the same plan as SEFA?*

Answer: Yes. A consumer may receive Pre-Vocational services at the same time as Supported Employment Follow Along (SEFA) services. However, a consumer who is working in a sheltered employment workshop (facility or community-based) can receive SEFA, but may not receive Pre-Vocational services.

Question: *How will OASIS impact Behavior Management services?*

Answer: OASIS will have no direct impact on Behavior Management services. Billing for this service will change from a monthly billing unit to a quarter hour unit. A consumer will be able to continue to purchase this service within their allocation. If a consumer previously used Behavior Management (BMAN) services and it is not on the consumer's newly submitted plan, the BDDS Waiver Unit will review the plan and ask for justification. Similarly, the BDDS Waiver Unit will review the plans of consumers identified to have high behavior needs to ensure BMAN is included, and if not, ask for justification.

Question: *Explain DDRS definition of the terms 'consumer', 'waiver', and 'staff'?*

Answer: When we refer to these terms in our communications, they are defined as follows:

- **Consumer(s):** Refers to an individual or group of individuals receiving disability services from DDRS. Unless a specific district is listed in this bulletin, such as “consumers served in BDDS District 4 OASIS pilot, this term refers to individuals statewide.
- **Waivers:** Refers to Home and Community Based Services (HCBS) Medicaid waivers administered by DDRS including the Developmental Disabilities (DD),

Autism (AU), and Support Services (SS) waivers. Learn more about waivers by reviewing the consumer's Waiver Guide online at <http://www.in.gov/fssa/files/ConsumerWaiverGuideW200703.pdf>.

- **Staff:** Refers to any qualified staff member employed by a BDDS and Medicaid approved service provider.

OASIS UPDATE

As stated in the DDRS bulletin released September 22, 2008 (Reference #: OA20080922), our current waiver consumers will not be included in the initial statewide roll-out of OASIS. Please refer to the chart below for information about when current and new consumers on each waiver type will begin utilizing the uniform rate methodology and allocations. This change is to ensure that the following systems, policies and procedures are properly tested.

- Assess the impact of rates
- Review the allocation process
- Define the transition policy (including a plan for consumers with budgetary changes)
- Finalize the service planner used for individual planning

As the new rates get underway, we will be closely tracking individual outcomes as well as how the changes are affecting the system overall. Between six (6) and nine (9) months into the implementation process we will conduct a large scale assessment of the impact of the new rates and service categories on the system and usage of the RHS Invoicing Tool to determine if further review or adjustments will be necessary.

OASIS IMPLEMENTATION PLAN

Date	Consumers Affected	Policy
January 2009	Current consumers on the SS waiver with Annuals January 2009 and forward	<ul style="list-style-type: none"> • Consumers will utilize the newly developed uniform rates (to be finalized and published by November 17, 2008) to build their budget within the current \$13,500 annual cap. • Consumers must stay within the \$13,500 cap for all services, including transportation costs, unless the consumer has previously been approved to exceed this cap. • DDRS is seeking an amendment to increase the annual cap on the SS waiver to \$16,000 and will keep you updated on our progress.
January 2009 to March 2009	Current consumers on the DD or AU waiver with Annuals January 2009 to March 2009	<ul style="list-style-type: none"> • Consumers will utilize their current annual plan total budget as their allocation amount to purchase services for the next year. <ul style="list-style-type: none"> ○ The state is aware that to maintain the consumer's current level of support, costs may exceed the current CCB/ allocation. For these consumers, case managers will submit the plans for review by the BDDS waiver unit. • Consumers will utilize the newly developed uniform rates (to be finalized and published by November 17, 2008) to build their budget within the annual plan allocation amount. • Consumers will utilize an OASIS allocation with their 2010 annual planning activities.
April 2009	Current consumers on the DD or AU waiver with Annuals April 2009 and forward	<ul style="list-style-type: none"> • Consumers will enter the OASIS model of allocation and uniform rate structure on their annual plan of care date. • All waiver consumers will enter the OASIS model by March 31, 2010.
January 2009	New consumers on the SS waiver	<ul style="list-style-type: none"> • Beginning January 1, 2009 and forward, new consumers will utilize the newly developed uniform rates (to be finalized and published by November 17, 2008) to build their budget within the current \$13,500 annual cap. • New consumers must stay within the \$13,500 cap for all services, including transportation costs. • DDRS is seeking an amendment to increase the annual cap on the SS waiver to \$16,000 and will keep you updated on our progress.
January 2009	New consumers on the DD or AU waiver	<ul style="list-style-type: none"> • New DD and AU waiver consumers beginning January 2009 and forward will receive an OASIS allocation and will buy services within that allocation under the new uniform rate structure.

INVOICING TOOL

Beginning January 2009, providers will be required to use the current Invoicing Tool to bill for Residential Habilitation Services (RHS) for consumers when one or more consumer is served in a shared setting and is utilizing the Uniform Rate Methodology. *Example: Two individuals share a setting, one is on Annual Plan and one is on Uniform Rates. Both will use the RHS Invoicing Tool. The consumer on Annual Plan will bill at the Annual Plan rates and the consumer on Uniform Rates will bill at the new rates.*

- As of November 1, 2009 use of the current Invoicing Tool for any non-RHS service has been suspended (i.e. Community Based, Facility Based, SEFA and Pre-Vocational Services.)
- Providers in BDDS District 4 should refer to the bulletin released October 28, 2008 (Reference #: OA20081028) for more information about the Invoicing Tool and billing.
- We encourage providers to access the Invoicing Tool web page and create test sites to become familiar with the tool. The invoicing tool is available online at: <https://ddrsprovider.fssa.in.gov/BDDS/>.
- Check your E-mail for bulletins announcing web-based training sessions on the Invoicing Tool in November and December of 2008. The Invoicing Tool Webinar will include an interactive 'question and answer' session.

SERVICE DEFINITIONS AND DOCUMENTATION STANDARDS

The service definitions and documentation standards are effective January 1, 2009 and forward for DD, AU and SS waiver consumers, at the time of their annual plan renewal, when they begin receiving services under the Uniform Rate Methodology. Individuals who are under the Annual Plan model are expected to follow the Annual Plan service definitions and documentation standards until their annual plan renewal.

- Detailed Service Definitions and Documentation Standards are attached as a PDF document, including Service Definition, Allowable Ratios, Allowable Activities, Activities Not Allowed, Service Delivery Standards, and Documentation Requirements.
- The Interdisciplinary Team will work together to create a Service Planner that is based on the consumer's typical week. This information will be the base to develop the average ratios for group services. The average ratios will support the calculations for Prior Authorizations. The Service Planner, as a standalone document, will not be used by DDRS for audit purposes.
- Prior Authorizations will be released monthly, in total, at the service level and billing will occur at the ratio level to reflect actual services rendered.
- Monthly Prior Authorizations based on the Cost Comparison Budget will vary because the calculation is based upon the specific number of days in the month as identified on the service planner. *Example: John goes to Pre-Vocational Services every Monday. In January 2009, there are four (4), while in March 2009 there are five (5) Mondays.*
- Billable time equals the time a consumer is served face-to-face (in person) by staff. Units of service are expressed by consumer attendance hours for day services only. Fractional hours are allowable and should be used when a consumer is in a service for less than one hour. *Example: 2 hours and 50 minutes are the same as 2.833 hours.*
- Service notes should document when a consumer transitions between discrete services. If a consumer takes a break from one service to participate in another and then returns to the former, a new entry must begin for each service. These service entries may be done on one Service Note for each discrete service or on one continuous Service Note as long as discrete services are clearly identified. *Example: Facility Habilitation--Individual from*

10:00 a.m. to noon = 1st entry; Facility Habilitation—Group from noon to 1:00 p.m. = 2nd entry. Facility Habilitation--Individual from 1:00 p.m. to 2:00 p.m. = 3rd entry.

- Transportation will become an available service for individuals in BDDS District 4 as of November 1, 2008. To add this service a plan update will be required. After January 1, 2009, transportation will be available for individuals statewide at the time of their annual plan of care.
- A single unit of Transportation equals a one-way trip. A consumer is allowed a maximum of two (2) units per day.
- To allow for recordkeeping flexibility, DDRS does not require providers to follow a specific format or page layout for Documentation Standards as long as all of the requirements are included. DDRS will provide one example of an acceptable format upon request by sending an email to OASIS-ICAPHelp@fssa.in.gov. *Example: For reference only, we have attached an Adobe PDF file of a sample of a Staff Log.*

Reimbursement Rates

These reimbursement rates are effective January 1, 2009 and forward for the services indicated that are provided to DD, AU and SS waiver consumers, at the time of their annual plan renewal, when they begin receiving services under the OASIS model. We will re-release this chart as soon as DDRS has finalized the Residential Habilitation and Support (RHS) rate and rate structure, and the usage of Transportation in conjunction with RHS.

- Beginning January 1, 2009, individuals outside of BDDS District 4 will receive services under the new rates effective with the implementation of their new plans.
- Ratios are consumer-to-staff. *Example: 2:1 means 2 consumers for every 1 staff.*
- Group size defaults to next larger ratio for billing. *Example: Pre-Vocational 11:1 = 12:1, Facility Group 5:1 = 6:1, etc.*

Units of Service: Reimbursement Rates			
Service	Rate	Ratio / Unit Rate	
Community Habilitation - Individual	\$25.00	1:1	\$25.00
Community Habilitation - Group	\$26.06	2:1	\$13.03
		3:1	\$8.69
		4:1	\$6.52
Facility Habilitation - Individual	\$23.48	1:1	\$23.48
Facility Habilitation - Group	\$29.52	2:1	\$14.76
		4:1	\$7.38
		6:1	\$4.92
		8:1	\$3.69
Pre-Vocational Services	\$48.00	8:1	\$6.00
		10:1	\$4.80
		12:1	\$4.00
		14:1	\$3.42
		16:1	\$3.00
Respite Services	\$25.00	1:1	\$25.00
Supported Employment Tier 1 monthly	\$175.95	1:1	\$175.95
Supported Employment Tier 2 monthly	\$351.90	1:1	\$351.90
Supported Employment Tier 3 monthly	\$527.85	1:1	\$527.85
Supported Employment Tier 4 hourly	\$35.19	1:1	\$35.19
Transportation (one-way trip)	\$4.80	N/A	N/A

We will continue to communicate information about these pending decisions as they become available in a future bulletin and on our website. If you have any questions or concerns regarding the OASIS initiative you may continue to contact us through the following resources:

OASIS-ICAP Help Lines: (317) 234-5222 or 1-888-527-0008

Email: OASIS-ICAPHelp@fssa.in.gov

Website: www.ddrs.IN.gov

DDRS will continue to partner with the Self-Advocates of Indiana, IN-ABC, INARF, IPMG and The Arc of Indiana to ensure a smooth transition to this new system. Together, we are currently planning a training session for consumers, families, providers, case managers and all stakeholders who support individuals with disabilities. During this session, attendees will have the opportunity to ask questions and gather more information about the implementation of this process. We will release a separate bulletin to announce details on the presentation soon.

OASIS is a monumental step toward a system that helps people with disabilities to achieve their hopes and dreams, while creating a rational business environment that can support the individuals we serve. We hope you will continue to join us as we take the next steps in this transformational journey.

Thank you.